



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 21, 2008

[REDACTED]
Brooklyn, NY [REDACTED]

NVS-216 nlm
Ref. # 10217175

Dear [REDACTED]:

Thank you for your correspondence dated December 12, 2007, concerning a fire you encountered in your model year (MY) 2004 Mercedes Benz ML500. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on January 30, 2008.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. A review of our database relative to problems associated with heated seat fires in MY 2004 Mercedes Benz ML500 vehicles revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. A brochure explaining the investigation process is enclosed for your information. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We will continue to monitor this issue and will take further action as necessary.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:

Motor Vehicle Defects and Recall Campaigns brochure